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## TO WHOM IT MAY CONCERN

### Guarantee Statement (revised Jan 2023)

The company accepts responsibility for making good any defects, due to faulty workmanship or materials; which develop under conditions of proper use within twelve calendar months of their date of despatch to the purchaser or his agent, should any goods thus despatched not accord to their specification and the company receive written notification thereof within the above period, the company undertakes to rectify any errors and replace any parts not conforming to the specification. In any of the above cases, the goods are to be returned carriage paid to the company for inspection and the purchaser shall pay the cost of such inspection, including dismantling and refitting, subject only to such reduction as is reasonable (if any) having regard into any defect or error which may be found. In respect of the above, the company only accepts responsibility for direct costs of making good defects or errors; no liability is accepted for any other loss or damage, direct or consequential arising out of or in connection with any of the above defects or errors. If goods or components supplied are not manufactured by Castell then they are excluded from this guarantee and are subject only to the warranty of the manufacturer.

The company shall be under no liability in respect of any defect in the goods arising from any drawing, design, specification or statement supplied by the purchaser.

The company shall be under no liability in respect of any defect arising from wilful damage, negligence, abnormal working conditions, failure to follow the company's instructions (whether oral or written) , misuse or alteration or repair of the goods without the company's written approval.

**Neal Partridge**  
**Head of Compliance**  
4/1/2023

